

TUESDAY, MAY 2, 2006, 8:30 a.m.
AT THE WICHITA MARRIOTT HOTEL IN WICHITA, KANSAS
THE KANSAS STATE BOARD OF MORTUARY ARTS' (KSBMA) ANNUAL
REPORT PROVIDED TO THE YEAR 2006 and the 109th ANNUAL
CONVENTION OF THE KANSAS FUNERAL DIRECTORS AND EMBALMERS
(KFDA) ASSOCIATION, titled:
"Be On Top of Your Game"

As Presented by KSBMA Vice President Barry W. Bedene on behalf of
President Melissa Wangemann

Good morning and greetings on behalf of the Kansas State Board of Mortuary Arts. Thank you, President Jerry Witt, Executive Director Pam Scott, officers and members of the KFDA Board of Directors, members, guests of the Association and the Sales Club for the opportunity to be part of your year 2006 and the 109th annual convention program and to present the "Annual Report of the Kansas State Board of Mortuary Arts" on behalf of President Melissa Wangemann.

It is my pleasure to recognize the members of the Mortuary Arts Board as appointed by Kansas Governor Kathleen Sebelius. They include: President Melissa Wangemann from Topeka. Melissa is a Wichita native, and she is an attorney employed full-time as the Deputy Assistant Secretary of State to Kansas Secretary of State Ron Thornburgh; Vice President is myself, Barry Bedene. I'm a licensed embalmer and funeral director at Bedene Funeral Home in Arma. Our other consumer board member is Charles Smith. Charlie is a retired school administrator with 34 years of service in the Shawnee Mission Public School System, and he resides in Overland Park. Our two newest board members are: Fred Holroyd and Bill Young. Fred is a

licensed embalmer-funeral director at Penwell-Gable Funeral Home and Crematory, Mid-Town Chapel since 1971, in Topeka and has been involved with Midland Hospice in Topeka. Bill is a licensed embalmer and funeral director at Maple Hill Funeral Home in Kansas City, Kansas and has recently spent several tours of duty relating to Hurricane Katrina as the Commander/Team-Leader of Disaster Mortuary Operational Response Team—acronym DMORT, Region 7.

Our administrative staff remains Inspector Francis Mills, a licensed embalmer and funeral director who resides in Overbrook and has worked for the board since 1985; Administrative Specialist Mary Kirkham of Valley Falls, who has been with us since July 2001; and Mack Smith, a licensed embalmer and funeral director who resides in Silver Lake and has worked for the board as the executive secretary since 1980.

Legal counsel appointed to the board by Kansas Attorney General Phill Kline remains Camille Nohe, with Steve Phillips serving as the board's litigation and prosecuting attorney.

I have some facts and figures for informational purposes. In calendar year 2005 there was a total of 69 complaints filed with the board—an increase of 14 from 2004. 38 were filed by consumers (up 13), 24 were filed by regulatory agencies and seven were filed by licensees. Disciplinary action taken includes 31 letters of warning/reprimand, three suspended licenses, one conditional license granted with more than \$10,000 refunded to families and approximately \$3,500 paid to other agencies. 19 complaints have been filed so far this year—a pleasant decrease for the time frame of one year ago. In year 2005, the agency had 1,299 consumer

contacts and distributed 1,729 informational brochures and memorial planning guides—with these figures not including web site hits or downloads. The informational brochures and memorial planning guides are available upon request at no charge. They are distributed to all Kansas public libraries and can also be printed off the board's web site.

There is good news regarding the Estate Recovery Unit of the Division of Health Policy and Finance. The number of complaints regarding overpayments has decreased dramatically. Long may that continue!

One area of concern is that of apprenticeships. The Board wants to emphasize the importance of allowing apprentices the opportunity to observe and participate in all aspects of funeral service during the year of apprenticeship. A regular comment on apprentice and supervising licensees' quarterly progress reports is that the funeral home utilizes a separate employee in the area of preneed. Apprentice funeral directors need the opportunity to at least observe the preneed process—as someday they may be in a position where knowledge of preneed is necessary. Handling a preneed arrangement upon death is helpful, but it doesn't compare to being a part of the preneed process from the very beginning. The definition of an apprentice is: a person learning a skilled practical trade from an employee/licensee. The key word in the definition is: learning. While some apprentices are in a second or possibly a third career, others have gone directly from high school to mortuary college. While mortuary college includes two semesters of practicum, it is unfair to expect an apprentice to walk through the door of your funeral home

with the experience and knowledge of a veteran licensee. The Board hopes you will remember that the apprenticeship is supposed to be a learning experience—with the end result being positive in nature, to the benefit of the apprentice, the supervising licensee, the funeral home and the funeral profession. Apprentices are our future. As supervising licensees you have an opportunity to be a positive influence, and we hope that is the choice you make.

The Mortuary Arts Board appreciates having an opportunity to present this report as a part of your convention program. If Francis, Mack, myself or any other board members can answer your questions, please feel free to visit with us during the remainder of this convention or contact us at our office. We will be glad to assist you in any way we can. We appreciate the cooperation and open communication with the KFDA, and on behalf of Melissa, the board and staff, I wish the association continued success in years to come. Thank you and please enjoy the rest of your convention.

Respectfully submitted:

Barry W. Bedene, Vice President

The Kansas State Board of Mortuary Arts

Tuesday, May 2, 2006